

**DELAWARE DEPARTMENT OF JUSTICE
JOB OPENING**

Opening Date: December 14, 2018

Closing Date: January 4, 2019

**CONSUMER PROTECTION UNIT ADMINISTRATOR AND OUTREACH
COORDINATOR/PAY GRADE 12**

**Consumer Protection Unit, Fraud & Consumer Protection Division
New Castle County**

Description of Duties:

The Consumer Protection Unit (CPU) is seeking an individual to serve as CPU's Administrator and Outreach Coordinator. This leadership position acts as the principal assistant to the Director and Assistant Director in a variety of operational areas, and supervises and coordinates tasks for CPU's Intake Specialists and Administrative Specialists in New Castle, Kent, and Sussex Counties. The total number of staff supervised by this position is nine (9) employees.

The responsibilities include:

- Leading CPU's complaint intake process, which involves (i) coordinating office support activities to handle the complaint intake process from initial point of contact to the initial fact investigation conducted by Intake Investigators; (ii) fielding internal questions regarding proper complaint handling procedures; (iii) contacting consumers regarding their complaints, as needed; and (iv) handling escalation of matters beyond Reception and Intake.
- Overseeing the opening of cases and data entry into CPU's case management software by support staff.
- Tracking CPU cases, outreach activities, and financial information.
- Coordinating CPU outreach events, including finding and selecting appropriate events, handling of internal staffing, procurement of supplies, and communication with external partners.
- Managing and staffing the reception area for the Civil and Fraud Divisions and the staff responsible for incoming mail to the Delaware Department of Justice.
- Analyzing and making recommendations regarding operating practices and procedures to include personnel, workflow, cost reduction, recordkeeping, performance standards, equipment and supply utilization, to ensure smooth and efficient office operations. This includes a working knowledge of various administrative functions and technological systems.
- Participating in interviewing job applicants and making hiring recommendations, training new employees, planning, assigning and evaluating the work of personnel, and counseling and disciplining office support staff directly supervised.
- Meeting bimonthly with the Director, Assistant Director, and Chief Special Investigator to evaluate complaints and criminal case referrals for assignment to a Deputy Attorney General, Special Investigator, and Paralegal.

- Attending bimonthly staff meetings and coordinating telephonic appearance by staff in Kent and Sussex Counties.
- Acting as the clerk for Administrative Hearings held by CPU.
- Serving as CPU's principal point of contact with Delaware law enforcement agencies and colleagues in the respective Counties Criminal Divisions for potential criminal prosecutions to be handled by CPU.
- Disseminating management directives, preparing required reports, assisting in budget preparation and development by maintaining records and/or compiling data, performing special project studies that include needs assessments, obtaining, organizing and drafting administrative material for public information or CPU use, acting as a liaison with vendors, state/federal representatives and the public.

This position requires both leadership qualities and substantial interpersonal skills. Successful candidates should have experience with delegating and managing the work of others to achieve goals, and with supervising, reviewing, and evaluating the work of others. Strong candidates will have some knowledge of the laws, rules, regulations, standards, policies, and procedures applicable to CPU's complaint-handling process, and the ability to engage in financial analyses and compile, analyze, and interpret investigative reports. Strong verbal and written communication skills are required, as is experience working in Microsoft Excel and online researching databases.

Internal Delaware Department of Justice Applicants: Please submit an updated Resume or summary of work experience to the Director of Human Resources.

External Applicants: In order to be considered for this position, external applicants must submit Resume and the Delaware Department of Justice Application (please see link): <http://attorneygeneral.delaware.gov/executive/hr/job-application/>

OR external applicants can mail Resume and the Delaware Department of Justice Application to: Delaware Department of Justice, Human Resources, 820 N. French Street, 6th Floor, Wilmington, DE 19801, OR E-mail to: DOJHR@state.de.us OR Fax to: 302-577-5866. EOE.